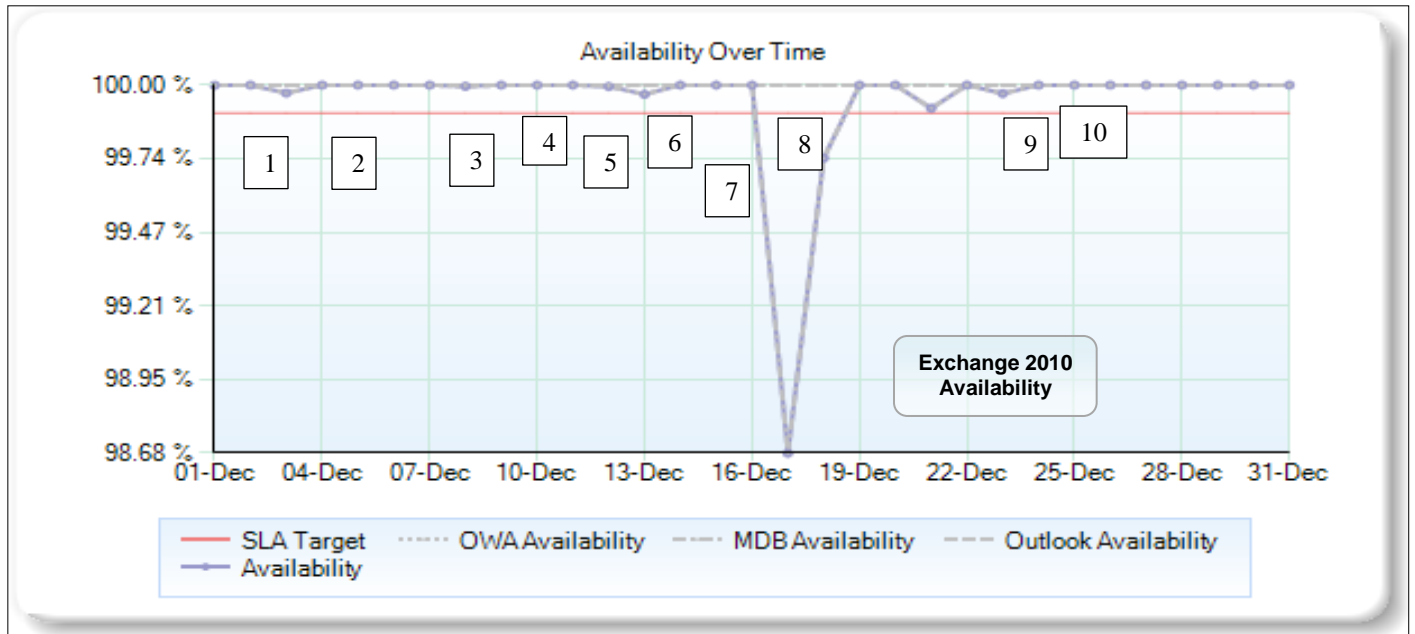




Consolidated Technology Services • WA

## Service Level Agreement Dashboard December 2012 Availability Exchange 2010



1. 12/3 Incident 96334
2. 12/6 (Ongoing) OWA seems to have intermittent errors for the past few day Infra 96511
3. 12/10 SSE- Reload of F5 load balancer, ingress of OWA and ActiveSync
4. 11/29/12 Rebuilding databases, no users impacted
5. 12/10 SSE- Major incident: Exchange 2010 database failover- Incident 96666
6. 12/12 Major incident Exchange 2010 – infra 96744
7. 12/13 Major incident Exchange 2010 Database Failover – Incident 96828
8. 12/16-12/19 Non service impacting
9. 12/23 Scheduled maintenance
10. 12/23 Scheduled maintenance

### Message Filtering

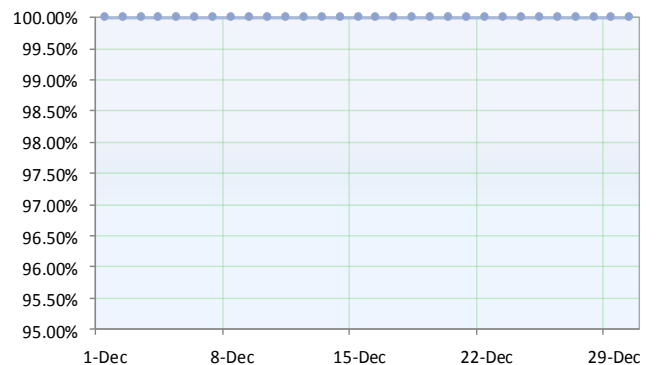
Category	Items
Volume of email traffic	16,010,018
Blocked messages from internet	15,617,857
Viruses detected	203

IronPort Availability  
100%

### Secure Email Service

Secure Email Availability  
100%

### The Vault



WASERV Availability  
100%



Consolidated Technology Services • WA

## Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board of Industrial Insurance Appeals						
Board for Volunteer Firefighters and Reserve Officers	7	179	5	1		
Caseload Forecast Council	13	1078	11	10		
Commission on African American Affairs	4	637	3	2		
Commission on Asian Pacific American Affairs	4	722	4	4		
Commission on Hispanic Affairs	4	779	2	5		
Commission on Salaries	2	147	2			
Consolidated Technology Services	385	72225	998		8	
Department of Agriculture	891	61695	1063	705	4	
Department of Archaeology and Historic Preservation	35	4907	43	143	1	
Department of Commerce						
Department of Corrections	9279	918181	8986	2798	3	
Department of Early Learning	321	57801	429	483	2	
Department of Ecology	1951	547832	3		3	
Department of Enterprise Services	1587	154867	988	979	3	
Department of Financial Institutions	353	39593	503	1082	3	
Department of Fish and Wildlife	1880	281990	2502	4224	2	
Department of Health			1			
Department of Labor & Industries	3488	245124	4407	2297	3	
Department of Licensing	2943	140200	2188	240	1	
Department of Natural Resources						
Department of Revenue	1203	104182	1254	421	3	
Department of Retirement Systems	371	31710	305	65		
Department of Services for the Blind	163	16228	95	102		
Department of Social and Health Services	19480	3620788	635	1025	20	1
Department of Veterans Affairs	555	32759	805	129	1	
Economic and Revenue Forecast Council						
Employment Security Department	2987	203790	4130	2074		
Environmental and Land Use Hearings Office	24	1319	16	2		
Fire Commissioner's Association	7	1960	6	2		



Consolidated Technology Services • WA

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Governor's Office of Indian Affairs	5	591	2	2		
Health Care Authority	1453	162091	1430	319	2	1
Human Rights Commission	43	2227	52	30	1	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	9	811	13	5		
Military Department	544	55370	477	179	2	
Office of Administrative Hearings	297	21552	263	18		
Office of Civil Legal Aid	5	376	1	1		
Office of Financial Management	687	82035	764	845		
Office of the Insurance Commissioner			386	322		
Office of Minority and Women's Business Enterprises						
Office of the State Treasurer	99	6065	66	13		1
Others	64	9995	11		14	
Recreation and Conservation Funding Board	98	15090	77	183	1	
State Board of Accountancy	15	2602				
State Investment Board	115	23440	106	195	1	
State Parks & Recreation Commission						
Traffic Safety Commission	38	4519	20	7	1	
Transportation Improvement Board	12	1485	10	3		
Utilities and Transportation Commission	272	86744				
Washington State School Directors	45	2792	42	22	1	
Washington State Lottery	195	46369	13		2	
Whatcom County						
<b>Total</b>	<b>51933</b>	<b>7064847</b>	<b>33117</b>	<b>18937</b>	<b>82</b>	<b>3</b>

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	144	
Number of tickets closed within 24 hours	42	
Percentage of tickets closed within 24 hours	29%	
<b>Continuous Improvement</b>		
Number of requests for change	8	
Number of approved requests for change	8	
Number of successfully completed requests for change	7	

\*INFRA ticket anomalies removed to reflect more accurate average